

Personal Account Service Fees

Effective November 23, 2009

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and Fees

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and Fees

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CIBC Personal Banking Solutions at Your Fingertips.

Looking for fast, convenient and straightforward information on your CIBC personal accounts? Inside this guide, you'll find details on CIBC personal banking account fees, policies and agreements.

We hope you find this guide helpful. If you have any questions, please contact a CIBC advisor or call 1 800 465-CIBC (2422).

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Account Options

CIBC Everyday® Chequing Account

Offers value for your basic banking needs.

Overview^{Δ†}:

- Up to 10 transactions^Δ for \$3.90 per month; \$0.65 for each additional transaction over 10
- Your \$3.90 monthly fee is waived if you maintain a minimum monthly balance of \$1,000
- Free transfers^Δ to your other CDN\$ CIBC personal bank accounts (transfers done by cheque or *Interac*^{®1} Email Money Transfer will be treated as transactions)
- Full access to your account through CIBC bank machines, CIBC Telephone, Online or Branch Banking, or by *Interac* Direct Payment
- Personalized cheques available
- CIBC Express Switch[®] Service makes it easy to switch your banking to CIBC
- CIBC Overdraft Protection Service available¹

Record-keeping:

- Free basic record-keeping – your choice of bankbook, monthly or quarterly statement or paperless option²
- Monthly statement with cheques imaged³ – \$2.50/month
- Monthly statement with cheques returned⁴ – \$3.50/month
- Interim statement – \$4.50 each

CIBC Unlimited® Chequing Account

Gives you unlimited day-to-day banking for a flat monthly fee.

Overview^{Δ†}:

- Unlimited transactions^Δ for \$12.95 per month
- Free transfers^Δ to your other CIBC personal bank accounts
- Full access to your account through CIBC bank machines, CIBC Telephone, Online or Branch Banking, or by *Interac* Direct Payment
- Free standard personalized cheques and your choice of record-keeping options
- CIBC Express Switch Service makes it easy to switch your banking to CIBC
- CIBC Overdraft Protection Service available¹

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 16-21 for details.

^Δ See Additional Account Details on page 8 for the definition of "transaction", for further details on transfers, and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

^Δ This is a non-interest bearing account.

Record-keeping:

- Free basic record-keeping – your choice of bankbook, monthly or quarterly statement or paperless option²
- Free monthly statement with cheques imaged³
- Free monthly statement with cheques returned⁴
- Interim statement – \$4.50 each

Aeroplan^{®2} Miles Reward Feature:

- Get Aeroplan Miles for completing eligible banking transactions. Set-up and maintain at least one eligible recurring direct deposit into, or three different eligible recurring pre-authorized debits from, your Unlimited Chequing Account and earn Aeroplan Miles when the direct deposits or debits are completed within a month.
- Either a one-time Welcome Bonus of 5,000 Aeroplan Miles for a new account or a one-time Thank You Bonus of 2,500 Aeroplan Miles
 - Monthly Bonus of 100 Aeroplan Miles

Here is an overview:

- Advise us that you want to enrol in the Aeroplan Miles reward feature for your new or existing CIBC Unlimited Chequing Account
- When you enrol, provide us with your existing Aeroplan number or authorization to open an Aeroplan account on your behalf
- Set-up and maintain at least one eligible recurring direct deposit into, or three different eligible recurring pre-authorized debits from, your CIBC Unlimited Chequing Account
- After you enrol, you will earn a:
 - One-time Welcome Bonus or Thank You Bonus for the first month in which an eligible direct deposit is made into or 3 different eligible pre-authorized debits are withdrawn from your account; and
 - Monthly Bonus for each month in which an eligible direct deposit is made into or 3 different eligible pre-authorized debits are withdrawn from your account

Refer to Unlimited Chequing Account Aeroplan Miles Reward Feature Terms and Conditions on page 9 for full details.

CIBC eAdvantage™ Savings Account

Maximize your savings with competitive high interest on larger balances.

Overview[†]:

- Earn our best non-registered savings account interest rate on balances of \$5,000 or more
- Manage your account activity online
- \$5.00 per transaction[▲]
- Free online transfers to your other CDN\$ CIBC personal bank accounts (excludes *Interac* Email Money Transfers which will be treated as transactions)
- Full access to your account through CIBC bank machines, CIBC Telephone, Online or Branch Banking, or by *Interac* Direct Payment
- Personalized cheques available

Record-Keeping:

- Paperless² record-keeping is free and is the only record-keeping option available for this account

CIBC Bonus Savings Account

Build your savings.

Overview[†]:

- Earn competitive interest on balances of \$3,000 or more
- Earn interest on every dollar saved
- One free transaction[▲] per month and \$5.00 for each additional transaction
- Full access to your account through CIBC bank machines, CIBC Telephone, Online or Branch Banking, or by *Interac* Direct Payment
- Personalized cheques available

Record-keeping:

- Free basic record-keeping – your choice of bankbook, monthly or quarterly statement or paperless option²
- Monthly statement with cheques imaged³ – \$2.50/month
- Monthly statement with cheques returned⁴ – \$3.50/month
- Interim statement – \$4.50 each

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 16-21 for details.

[▲] See Additional Account Details on page 8 for the definition of "transaction", for further details on transfers, and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

CIBC Premium Growth Account™

Start your savings.

Overview¹:

- Earn competitive interest on every dollar saved
- \$1.25 per transaction⁴
- Free transfers⁴ to your other CDN\$ CIBC personal bank accounts (transfers done by cheque or *Interac* Email Money Transfer will be treated as transactions)
- Full access to your account through CIBC bank machines, CIBC Telephone, Online or Branch Banking, or by *Interac* Direct Payment
- Personalized cheques available

Record-keeping:

- Free basic record-keeping – your choice of bankbook, monthly or quarterly statement or paperless option²
- Monthly statement with cheques imaged³ – \$2.50/month
- Monthly statement with cheques returned⁴ – \$3.50/month
- Interim statement – \$4.50 each

CIBC PremierService® Account

Takes care of your banking, investing and credit needs in a complete package for one monthly fee.

Overview¹:

- Unlimited transactions⁴ on this account for \$24.50 per month
- Includes a CIBC Aerogold⁸² Visa* Credit Card, CIBC Aerogold Visa Infinite™¹ Credit Card, CIBC Gold Visa Credit Card, CIBC Aventura® Gold Visa Credit Card or CIBC Aventura Visa Infinite Credit Card with an additional credit card¹
- Includes 4 free non-CIBC *Interac* bank machine withdrawals from this account each month (these cannot be carried forward to subsequent months)
- Includes money orders, bank drafts and certified cheques
- Includes stop payments (on cheques and pre-authorized payments only)
- No annual administration fee on CIBC Mutual Fund RRSPs and RESPs[□]
- Commission-free regular Travellers Cheques
- Discounted commission of 0.75% on *Cheques for Two*[◇]
- Competitive chequing account interest rates
- Includes transfers⁴ to your other CIBC personal bank accounts
- Full access to your account through CIBC bank machines, CIBC Telephone, Online or Branch Banking, or by *Interac* Direct Payment

- Includes personalized CIBC PremierService cheques
- CIBC Express Switch Service makes it easy to switch your banking to CIBC
- A CIBC Personal Line of Credit (minimum \$5,000) is available with this account¹
- CIBC Overdraft Protection Service available¹

Record-keeping:

- Free basic record-keeping – your choice of bankbook, monthly or quarterly statement or paperless option²
- Free monthly statement with cheques imaged³
- Free monthly statement with cheques returned⁴
- Interim statement – \$4.50 each

NOTE: The CIBC PremierService account is available to customers who meet CIBC's standard credit criteria.

Note on closing the account:

For customers who choose to close their CIBC PremierService Accounts, regular annual fees will apply on their CIBC Aerogold Credit Card, Aerogold Visa Infinite Credit Card, Aventura Gold Credit Card, Aventura Visa Infinite Credit Card or Gold Visa Credit Card. The regular annual fee for the CIBC Aerogold Credit Card, Aerogold Visa Infinite Credit Card, Aventura Gold and Aventura Visa Infinite Credit Cards is currently \$120 plus \$50 for each additional credit card; the regular annual fee for the CIBC Gold Visa Credit Card is currently \$99 (or \$69 for primary cardholders age 65 or over since travel medical insurance is no longer included when one turns age 65) plus \$30 for each additional credit card. These fees will be charged automatically to your Aerogold Credit Card, Aerogold Visa Infinite Credit Card, Aventura Gold Credit Card, Aventura Visa Infinite Credit Card or Gold Visa Credit Card account on the first or second statement after you close your CIBC PremierService Account.

Also, the regular annual administration fee for CIBC Mutual Fund RRSPs and RESPs which is currently \$12 (payable semi-annually in December and June) will apply for customers who choose to close their CIBC PremierService Account. Once your CIBC PremierService Account is closed the annual administration fee will be reinstated on your registered CIBC Mutual Fund account.

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 16-21 for details.

[▲] See Additional Account Details on page 8 for the definition of "transaction", for further details on transfers, and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

CIBC US\$ Personal Account

Ideal if you regularly receive U.S. funds or travel frequently to the U.S.

Overview[†]:

- Competitive interest calculated daily on the closing balance and paid monthly
- \$0.75 U.S./transaction[‡] (all fees for this account are levied in U.S. funds)
- Free transfers[‡] to your other CIBC US\$ Personal Accounts (account transfers done by cheque will be treated as transactions)
- Deposit U.S. funds directly at any CIBC bank machine
- Withdraw U.S. funds from any CIBC U.S. currency bank machine
- Personalized cheques available

Record-keeping:

- Free basic record-keeping – your choice of bankbook, monthly or quarterly statement, or paperless option²
- Interim statement – \$5.00 U.S. each

Note on cheques:

Cheques can be written on US\$ Personal Accounts. However, if the payee of the cheque negotiates the cheque at a financial institution outside Canada, that institution may not accept the cheque or may deduct a large fee from the cheque's face value. The transaction fee shown is for cheques written in U.S. currency only.

Note on Canadian dollar deposits:

If Canadian dollars are deposited into the account, the exchange rate used will be the rate prevailing at the time the transaction is processed.

CIBC Advantage[®] for Youth

Anyone 18 years of age or younger qualifies for free transactions[‡] on the CIBC Premium Growth Account which also offers premium interest for Youth. Basic bankbook, monthly or quarterly statements or paperless record-keeping options² are available.

NOTE: To take advantage of our youth benefits, we will ask for your birth date.

CIBC Advantage[®] for Students

Full-time college, university or CEGEP students qualify for free transactions[‡] and no monthly fee on the CIBC Everyday Chequing Account.

NOTE: To enjoy the benefits of our special student discounts, we'll ask to see your current student card and a copy of your enrolment documentation to verify you are attending a qualifying, full-time post-secondary program (college, university, CEGEP). Your discount will remain in effect for up to 12 months and then you must re-apply each subsequent year with proof of continued enrolment.

CIBC 60 Plus Advantage[®]

When you turn sixty, let us know! Upon your request we'll enrol you in CIBC 60 Plus Advantage so that you can take advantage of the benefits that apply to your account⁵ or open one of the accounts discussed in this brochure and receive special discounts exclusive to individuals 60 years and older, where applicable. Until you request enrolment, these benefits and discounts will not apply to you.

Here are the benefits you can start enjoying when you enrol:

- Free transactions[‡], no monthly fee and free monthly statements with cheques imaged³ or monthly statement with cheques returned⁴ on the CIBC Everyday Chequing Account
- 2 free transactions[‡] per month on the CIBC Premium Growth Account
- 2 free transactions[‡] per month on the CIBC US\$ Personal Account
- Free bank drafts and money orders
- \$5.00 off the annual rental of a safety deposit box (any size)
- Commission-free regular Travellers Cheques
- Discounted commission of 0.75% on Cheques for Two
- Complimentary CIBC Travel Assistance available 24 hours a day, worldwide to assist you with travel emergencies such as organizing emergency medical transportation and replacing lost or stolen travel documents. Although this complimentary offer doesn't include insurance coverage, it is an experienced source of help when you need it most. CIBC Travel Assistance is provided by TIC Travel Insurance Coordinators Ltd.

[†] Additional fees may apply to the operation of your account(s) or if you switch account types; see pages 16-21 for details.

[‡] See Additional Account Details on page 8 for the definition of "transaction", for further details on transfers, and other important information. Any free or unused transactions cannot be carried forward for use in subsequent months.

- For steady income, you may choose a CIBC GIC with a monthly interest option, where available. The interest rate reduction, regularly applicable to this option, will be waived

NOTE: To take advantage of CIBC 60 Plus Advantage benefits, we will ask you for your birth date.

Additional Account Details

Transactions:

For Canadian dollar accounts, a transaction includes the following: cheques, withdrawals, pre-authorized payments, bill payments (including CIBC Visa Credit Cards) and *Interac* Direct Payment purchases. For CIBC Bonus Savings Accounts, a transaction also includes transfers to another account. For CIBC eAdvantage Savings Accounts, a transaction also includes transfers to another CIBC bank account through CIBC bank machines, CIBC Telephone Banking, Branch Banking or *Interac* Email Money Transfers (but does not include online transfers to another CDN\$ CIBC personal bank account).

Additional fee(s) apply to withdrawals from non-CIBC bank machines and *Interac* Email Money Transfers (see pages 16-17) and cheques written in currencies other than the account currency (see pages 18-19). These fees apply to all customers, including CIBC Advantage for Youth, CIBC Advantage for Students and CIBC 60 Plus Advantage customers.

NOTE: CIBC PremierService Accounts include 4 free non-CIBC *Interac* bank machine withdrawals per month (unused free transactions cannot be carried forward to subsequent months).

For CIBC US\$ Personal Accounts, a transaction includes in-branch withdrawals, pre-authorized payments, cheques, and withdrawals at CIBC U.S. dollar bank machines. Transfers from US\$ Personal Accounts to Canadian dollar accounts and vice-versa will be treated as transactions.

Pre-Authorized Payments:

Pre-authorized payments are free for all CIBC RRSP Daily Interest Savings Accounts, CIBC RRSP Mutual Funds, CIBC Save-Up GICs™, CIBC Personal Loans and CIBC Mortgages.

Statements:

Free Braille or Large Print statement available upon request.

Unlimited Chequing Account Aeroplan Miles Reward Feature Terms and Conditions

TO ENROL in the CIBC Unlimited Chequing Account Aeroplan Miles reward feature:

- (i) Advise us that you want to enrol in the Aeroplan Miles reward feature for your new or existing CIBC Unlimited Chequing Account (your "UCA")
- (ii) Provide us with your:
 - a) Existing Aeroplan account number. (Ensure that this is your Aeroplan account number or, in the case of a joint account, the Aeroplan account number of one of the UCA accountholders, and no one else's.) or;
 - b) Authorization to open an Aeroplan account on your behalf.

For joint UCAs, only one of the accountholders may earn Aeroplan Miles. Therefore, you must determine which accountholder will earn Aeroplan Miles on the UCA and provide his or her Aeroplan account number to CIBC. Where no Aeroplan number is provided at time of enrolment in this feature, CIBC will ask Aeroplan to open a new Aeroplan account in the name of one of the joint accountholders chosen at CIBC's sole discretion. Aeroplan Miles will not be split among Aeroplan accounts.

Note: You need to enrol even though you may already have another CIBC product on which loyalty rewards may be earned (such as a CIBC credit card on which Aeroplan Miles may be earned).

TO QUALIFY for the one-time Welcome Bonus of 5,000 Aeroplan Miles:

- (i) Open a new UCA on or after June 2, 2008 and enrol in the Aeroplan Miles reward feature on or after June 9, 2008.
- (ii) Set-up at least one eligible recurring direct deposit into, or three different eligible recurring pre-authorized debits from, your new UCA.
- (iii) Within the next six full calendar months after the UCA is opened, ensure that:
 - a) At least one eligible direct deposit is made into your UCA; or
 - b) At least three different eligible pre-authorized debits are withdrawn from your UCA within the same calendar month.

Please note: the direct deposit or pre-authorized debits include those which you may have set-up on your UCA before you enrolled in this feature or after you enrol.

Note: The one-time Welcome Bonus is available only to UCAs opened on or after June 2, 2008, as long as you don't already have a UCA (and all other qualifying criteria are met). Also, if you meet the requirements in (i) and (ii) but, within the next six full calendar months after the UCA was opened, the eligible direct deposit is not received or three different eligible pre-authorized debits are not withdrawn within the same calendar month, you are not eligible for the Welcome Bonus but may be eligible for the Thank You Bonus. You may qualify for a Welcome Bonus OR the Thank You Bonus (if you meet the requirements) on your UCA, and you cannot receive more than one Welcome or Thank You Bonus.

TO QUALIFY for the one-time Thank You Bonus of 2,500 Aeroplan Miles:

- (i) Your UCA must not have previously qualified and received the one-time Welcome Bonus or the Thank You Bonus.
- (ii) Ensure that your UCA is enrolled in the Aeroplan Miles reward feature, and
 - a) At least one eligible direct deposit is made into your UCA; or
 - b) At least three different eligible pre-authorized debits are withdrawn from your UCA in the same calendar month.

Note: The one-time Thank You Bonus is available on UCAs opened prior to June 2, 2008, if qualifying criteria are met. It is also available on UCAs opened after June 2, 2008, if you meet the criteria noted in the Welcome Bonus section, with the exception that your eligible direct deposit or three different eligible preauthorized debits occur(s) more than six full calendar months after the UCA was opened. In the latter case, you will receive the one-time Thank You Bonus instead of the one-time Welcome Bonus once your eligible direct deposit or three different eligible pre-authorized debits are made.

TO QUALIFY for Monthly Bonus of 100 Aeroplan Miles:

- (i) Ensure that your UCA is enrolled in the Aeroplan Miles reward feature, and:
 - a) At least one eligible direct deposit is made into your UCA; or
 - b) At least three different eligible pre-authorized debits are withdrawn from your UCA in the same calendar month. For example, if only two of the eligible pre-authorized debits you set up are withdrawn from your UCA in September, no Monthly Bonus will be earned for that month. If in October, three or more different eligible

pre-authorized debits are withdrawn from your UCA, the Monthly Bonus is earned for that month.

- (ii) A Monthly Bonus will be awarded only in the calendar month(s) in which the above qualifying transactions are completed. Please note that the Monthly Bonus is a maximum of 100 Aeroplan Miles even if the number of deposits or debits exceeds the required minimum.

TO RECEIVE Welcome, Thank You and Monthly Bonuses:

If you meet the requirements set out above, at the end of the calendar month in which all requirements were met (if your UCA is still open at that time) CIBC will send instructions to Aeroplan to credit Aeroplan Miles to the Aeroplan account associated with your UCA. Aeroplan Miles will be credited to your Aeroplan account approximately 6-8 weeks after the end of the calendar month in which all requirements are met. Customers who do not fully meet all conditions will receive no Aeroplan Miles.

ELIGIBLE RECURRING TRANSACTIONS:

Most recurring direct deposits and pre-authorized debits are eligible. Examples of common recurring direct deposits are payroll, CPP/QPP, disability payments, dividends, and government deposits such as Employment Insurance and provincial parental insurance plan (PPIP). Examples of common recurring pre-authorized debits are pre-authorized bill payments and loan or mortgage payments where you set-up pre-authorized instructions with your mortgage, loan, credit card and/or other provider. Recurring pre-authorized fund transfers that you initiate (i.e. if you use telephone banking, ABM and/or online banking to set up) to other CIBC deposit, credit card or line of credit accounts or to accounts at other financial institutions are not eligible. Consult with your branch advisor or telephone banking representative as to whether pre-authorized debits or direct deposits are eligible for the Aeroplan Miles reward feature.

GENERAL:

This Aeroplan Miles reward feature is limited to one UCA per customer (including if you open or have multiple UCAs alone or jointly with other persons); also, in the case of joint UCAs, this Aeroplan Miles reward feature is limited to one of the joint account holders. If you have or open more than one UCA (whether alone or with the same people), only one of the UCAs (as selected by CIBC in its sole discretion) will be eligible. If you open more than one UCA on the same day (whether alone or with the same people), CIBC will determine which of the UCAs (if any) is eligible. This Aeroplan Miles reward offer cannot be combined with any other offer.

If you opened a UCA(s) before the availability of the Aeroplan Miles reward feature you may open a new UCA(s). However, your new UCA will not be eligible for the Aeroplan Miles reward feature.

The UCA Aeroplan Miles reward feature is not open to persons who are eligible for the CIBC employee banking offer (including CIBC employees and retirees).

CIBC reserves the right, in its sole discretion, to disqualify, limit or revoke Aeroplan rewards that would or have been awarded under this feature in respect of any CIBC customer who it believes, in its sole discretion, obtained Aeroplan rewards without fully complying with these UCA Aeroplan Miles reward feature terms and conditions or is abusing or manipulating this feature. CIBC is not responsible for any delays in processing direct deposits into or pre-authorized debits from your UCA, whether any delay is attributable to the payor, payee or CIBC, or for any delays in crediting Aeroplan Miles to any Aeroplan accounts.

Please see the "Additional Terms for Loyalty Rewards" section contained in your Personal Account Agreement for further terms and conditions.

Details on Using Your Accounts

CIBC Overdraft Protection Service (COPS)

Protect yourself from an unexpected temporary shortfall of funds with CIBC Overdraft Protection Service. This service is available, subject to credit approval, on most Canadian dollar personal accounts and is an economical way to ensure you're covered in case of an overdraft. There's no charge unless you use the service.

If you use it, you pay interest on the outstanding overdraft amount, plus a \$5.00 charge in any calendar month in which an overdraft is created or increased (based on end-of-day balances).

CIBC's overdraft interest rate is currently 21% per year and may vary from time to time. Interest will be calculated and debited monthly to your account, based on the final daily indebtedness in the account throughout the calendar month. Interest at the rate set by CIBC will apply both before and after the indebtedness becomes payable, before and after this CIBC Overdraft Protection Service Agreement is terminated, and before and after judgment is obtained against you.

If you are not covered by CIBC Overdraft Protection Service, or you are at (or over) your Overdraft Limit, and CIBC chooses to process a debit which overdraws your account, or which exceeds (or further exceeds) your Overdraft Limit, the cost is: overdraft charge of \$5.00, plus \$5.00 for each item debited to your account while the account remains in overdraft or over your Overdraft Limit (based on end-of-day balances), plus overdraft interest at CIBC's then current overdraft interest rate. If CIBC chooses to allow one or more such withdrawals, it has no obligation to do so again at any time in the future.

CIBC Convenience Banking

With CIBC Convenience Banking Services, you can take care of your day-to-day banking needs 24/7 through CIBC bank machines including CIBC President's Choice Financial™ bank machines, and CIBC Online, Telephone and Wireless Banking. You can call 1 800 465-CIBC (2422) anytime to speak to a CIBC Sales and Service Specialist.

CIBC Convenience Card®

When you open your account, you'll get a CIBC Convenience Card. With your Personal Identification Number or Password, you can use your Convenience Card to bank online, by phone, by bank machine or by *Interac* Direct Payment, and as your customer identification at any branch for certain transactions.

CIBC Online Banking

- Visit www.cibc.com and select "Sign On"
- Enter your CIBC Convenience Card number and Telephone Banking Password
- Select "Sign On" and start banking right away – if you do not have a Telephone Banking Password, call 1 888 872-2422

CIBC Telephone Banking

- Call 1 800 465-CIBC (2422)
- Enter your CIBC Convenience Card or Visa Credit Card number
- A Sales and Service Specialist will help you select a Password

Protecting Your Personal Identification Number (PIN) or Password

- Never disclose your PIN or Password to anyone or you could be liable for losses. No CIBC employee or agent will ever ask you verbally for your PIN or Online Banking Password that you are currently using. You are the only person who should know it
- When selecting your PIN or Password, never use obvious or easily guessed information like your phone number, date of birth, address or social insurance number or you could be liable for losses
- Memorize your PIN or Password. If you suspect that someone knows your PIN or Password, change it immediately and call 1 800 465-CIBC (2422)
- Shield your PIN or Password from others when conducting transactions at the bank machine or when making a retail purchase

Managing Your Day-to-Day Banking

Once you have your CIBC Convenience Card, it's easy for you to access your money to do whatever you want – pay bills, make purchases, transfer money and more.

Direct Deposits

- Save yourself trips to the branch or bank machine to deposit cheques by signing up for direct deposits
- Regular deposits, such as your pay, government cheques, investment income payments, etc. can be deposited directly into your account
- You can access your money right away with no holds applied; see page 30 for our Holds Policy on Cheques

Bill Payments

- Register your bills once and pay your bills easily, quickly and conveniently
- Pay online, by phone or through a CIBC bank machine
- For your records, you'll get a confirmation number with every payment

Pre-Authorized Payments

Ensure your bills are automatically paid on time. All you have to do is:

- Contact the company (utility, cable, insurance, etc.)
- Tell them you want to set up pre-authorized payments
- Fill out their pre-authorized payments form
- Have your basic account information handy (or you may need to provide a void cheque)

epost*

The epost service enables you to view selected bills online through CIBC Online Banking – safely, conveniently, and at no extra charge. You can:

- Choose to be informed by email when a new bill has arrived in your epost inbox
- View, pay and even print your bills by registering for epost through CIBC Online Banking

Interac Email Money Transfers

Send money to anyone with a personal Canadian dollar bank account using CIBC Online Banking.

- It's quick, easy and secure
- All you need is the person's email address
- Visit www.cibc.com to find out more

Personal Banking Services and Fees

The following are fees and services that may not be included in the monthly account or transaction fees. All of these fees apply to personal accounts and, unless otherwise indicated, are applied in Canadian dollars except for U.S. dollar accounts where fees are charged in U.S. dollars:

Service	Fee Per Item
Withdrawals Made at Non-CIBC Bank Machines <ul style="list-style-type: none"> In Canada (<i>Interac</i> network) In U.S. (Plus[®] and Visa[™] networks) Outside of Canada and U.S. (Plus and Visa networks) 	<ul style="list-style-type: none"> \$1.50 each[†] \$3.00 each[†] plus a 2.5% administration fee⁷ \$5.00 each[†] plus a 2.5% administration fee⁷
Bank Drafts and Money Orders <ul style="list-style-type: none"> Canadian currency U.S. currency Foreign currency 	<ul style="list-style-type: none"> \$7.50[†] \$7.50 CDN[†] \$7.50 CDN[†]
Request for Replacement of Bank Draft or Money Order <ul style="list-style-type: none"> Drawn in Canadian currency Drawn in U.S. currency or other foreign currency <p><i>NOTE: Some conditions apply. Please ask a CIBC advisor for details.</i></p>	<ul style="list-style-type: none"> No fee \$25.00
Certified Cheques <ul style="list-style-type: none"> When requested by a payor (cheque issuer) – Canadian or U.S. currency When requested by a payee (cheque recipient) – Canadian or U.S. currency 	<ul style="list-style-type: none"> \$10.00 CDN or \$10.00 U.S.[†] \$15.00 CDN or \$15.00 U.S.
Counter Cheques When you write a cheque that is not MICR-encoded for your account: <ul style="list-style-type: none"> Canadian currency U.S. currency 	<ul style="list-style-type: none"> \$5.00[†] 0.05% of face value (\$5.00 U.S. min - \$100.00 U.S. max)[†]
Online Cheque Viewing <ul style="list-style-type: none"> View images of items online 	<ul style="list-style-type: none"> \$1.50 per item viewed (free for accounts with paperless record-keeping option²)
Personalized Cheques	Fees vary depending on style and quantity [†]
Interac Email Money Transfers <ul style="list-style-type: none"> Sending an Email Money Transfer Receiving an Email Money Transfer 	<ul style="list-style-type: none"> \$1.50[†] Free⁸
Dishonoured (NSF) Cheque or Pre-Authorized Payment	<ul style="list-style-type: none"> \$42.50 each[†]
Retrieval of Cheque or Other Item via Telephone Banking or Branch <p><i>NOTE: Certified cheques and debit memos are not returned.</i></p>	<ul style="list-style-type: none"> \$5.00 per item
Copy of Statement	<ul style="list-style-type: none"> \$5.00 per statement
Stop Payments <ul style="list-style-type: none"> Cheques/Pre-Authorized Payments – Full Details Provided Cheques/Pre-Authorized Payments – Full Details Not Provided On <i>Interac</i> Email Money Transfer 	<ul style="list-style-type: none"> \$12.50 per request \$20.00 per request \$3.50 per request
Wire Payments Outgoing Wire Payments <ul style="list-style-type: none"> \$10,000 or less \$10,000.01 - \$50,000 Greater than \$50,000 Incoming Wire Payments <ul style="list-style-type: none"> Canadian and U.S. currency Other currencies 	<ul style="list-style-type: none"> \$30.00 per payment⁹ \$50.00 per payment⁹ \$80.00 per payment⁹ <p><i>NOTE: Outgoing wire fees will be charged in Canadian currency. For wires from foreign currency accounts (including U.S. accounts), the equivalent fee will be charged in the same currency as the account using an exchange rate set by CIBC on a date determined by CIBC.</i></p> <ul style="list-style-type: none"> \$15.00 per payment (charged in the same currency as the incoming payment and deducted from the incoming payment amount) \$15.00 CDN per payment (converted to the same currency as the incoming payment using an exchange rate set by CIBC on a date determined by CIBC and deducted from the incoming payment amount)

[†] In addition to transaction fee (if applicable).

Personal Banking Services and Fees

The following are fees and services that may not be included in the monthly account or transaction fees. All of these fees apply to personal accounts and, unless otherwise indicated, are applied in Canadian dollars except for U.S. dollar accounts where fees are charged in U.S. dollars:

Service	Fee Per Item
Inter-Branch Payments (between CIBC branches in Canada) <ul style="list-style-type: none"> • \$10,000 or less • \$10,000.01 - \$25,000 • \$25,000.01 - \$100,000 • Greater than \$100,000 	<ul style="list-style-type: none"> • \$15.00 per payment • \$30.00 per payment • \$60.00 per payment • \$100.00 per payment <p><i>NOTE: Additional out of pocket expenses may apply</i></p>
Account Closing at Your Request <ul style="list-style-type: none"> • Account closed within 90 days of opening 	<ul style="list-style-type: none"> • \$12.50 per account (free if funds are transferred to another CIBC product)
Account Transfer to Other Financial Institution <ul style="list-style-type: none"> • Transfer bank account (by means of a Balance of Account form) • Transfer from RRSP/RRIF/LIF Daily Interest Savings Account • Transfer from CIBC TFSA Tax Advantage Savings Account 	<ul style="list-style-type: none"> • \$19.50 per account • \$100.00 per transfer • \$100.00 per transfer
Search for Accounts <ul style="list-style-type: none"> • Search for accounts of deceased or incapacitated persons • Letter to confirm account balance, interest, etc., if required 	<ul style="list-style-type: none"> • \$6.50 per name per branch (minimum \$22.00 plus applicable taxes) • \$16.50 per account
Travellers Cheques Purchasing Commission <ul style="list-style-type: none"> • Regular Travellers Cheques • With CIBC PremierService Account • With CIBC 60 Plus Advantage • Cheques for Two • With CIBC PremierService Account • With CIBC 60 Plus Advantage <p><i>NOTE: Subject to availability.</i></p>	<ul style="list-style-type: none"> • 1%[†] • Commission-free • Commission-free[†] • 1.75%[†] • 0.75% • 0.75%[†]
Cashing Travellers Cheques <ul style="list-style-type: none"> • American Express Travellers Cheques • All others 	<ul style="list-style-type: none"> • Fee waived • \$3.00 per transaction
Gift Cheques <ul style="list-style-type: none"> • American Express[®] Gift Cheques (subject to availability) 	<ul style="list-style-type: none"> • 3%[†]
Collection Items <p>Outgoing CDN dollar item within Canada</p> <ul style="list-style-type: none"> • Up to \$5,000 • Over \$5,000 <p>Outgoing CDN dollar item outside of Canada</p> <p>Outgoing U.S. and foreign currency item inside or outside of Canada</p> <p><i>NOTE: Incoming collections from other financial institutions will be subject to a charge by CIBC which may be passed on by the financial institution to their customer.</i></p>	<ul style="list-style-type: none"> • \$15.00 each • 3/20 of 1% of the item amount (minimum of \$25.00 each) • 1/5 of 1% of the item amount (minimum of \$30.00 each and maximum of \$150.00 each[†]) • 1/5 of 1% of the item amount (minimum of \$30.00 each and maximum of \$150.00 each[†]) <p><i>NOTE: Other financial institutions may levy additional charges on outgoing items.</i></p> <p>[†] Additional out of pocket expenses may apply.</p>
Cheques Written in Currencies Other than the Account Currency	<ul style="list-style-type: none"> • \$20.00[†] per cheque

[†] In addition to transaction fee (if applicable).

Personal Banking Services and Fees

The following fees are applied in Canadian dollars except where otherwise noted.

Safety Deposit Boxes

Safety deposit boxes are available in a variety of sizes and prices; some common examples with approximate dimensions are shown in the chart below. Rent is always paid in advance.

Box Size	Price/Year plus applicable taxes
1 1/2" x 5" x 24"	\$45.00
2 1/2" x 5" x 24"	\$60.00
3 1/4" x 5" x 24"	\$65.00
2 1/2" x 10 3/8" x 24" or 5" x 5" x 24"	\$100.00
5" x 10 3/8" x 24"	\$200.00
10" x 10 3/8" x 24"	\$300.00

Safety Deposit Box Closing:

If your box is closed within one year after it is opened, CIBC will refund the rent based on the months remaining up to a maximum of 6 months. If your box is closed after the first full year, CIBC will refund your rent pro-rated on the remaining months in the term.

Replacement Services:

- Replacement of lost keys – \$15.00 per key (plus applicable taxes)
- Drilling of box and replacement of lost keys – \$100.00 (plus applicable taxes)

Dormant (Inactive) Accounts

An interest-bearing account is considered dormant if you have not initiated any transactions for a 12-month period. A non-interest bearing account, including the CIBC Everyday Chequing Account and the CIBC Unlimited Chequing Account, is considered dormant if you have not initiated any transactions for a 6-month period. Dormant accounts that receive a monthly statement will automatically be switched to quarterly statements.

Status	Fee*
Dormant for 2, 3 or 4 years	\$20.00
Dormant for 5, 6, 7 or 8 years	\$30.00
Dormant for 9 years	\$40.00

* Or the account balance, whichever is less.

NOTE: Fees for U.S. dollar accounts are charged in U.S. dollars.

After ten years, if your account remains dormant, your balance is transferred to the Bank of Canada.

To activate a dormant account, you can:

- Make a deposit, withdrawal, transfer or bill payment at any CIBC branch or CIBC bank machine; or
- Make a withdrawal at any other bank machine displaying the *Interac*, Visa or Plus logo; or
- Make a debit purchase

Services to Non-CIBC Bank Account Customers

In-branch bill payments – \$3.00 per bill

If a branch chooses to negotiate a CIBC cheque from a non-CIBC bank account customer – \$5.00 each

NOTE: Fees do not apply to payment of Government of Canada remittances or cashing of Government of Canada cheques. See page 29 for information on how to cash Government of Canada cheques.

Account Conversion

If you change your account type prior to the end of the final business day of the month to an account with a different fee structure, all transactions during that month (including those made before the change) will be subject to the fees under the fee structure that applies to your new account type at the end of the month. However, any fees which have already been paid or deducted from your account during the month (e.g., for money orders) will not be refunded upon conversion.

Accounts No Longer Offered

If you maintain a minimum monthly balance of \$1,500 on these accounts, we will waive your transaction fees¹⁰ on the Account (the fees eligible for this waiver are indicated with a ▼ in the chart below). For CIBC Waive Account[®] customers, a minimum monthly balance of \$1,500 also waives the monthly fee.

Fees for the following accounts:

- CIBC MenuPlus[®] – Maximize Interest Account
- CIBC Personal Chequing Account
- CIBC Chequing Savings Account¹¹
- CIBC Waive Account[△]

Feature	Fee (excl. Waive Account)	CIBC Waive Account	Fee with CIBC ADVANTAGE FOR YOUTH <i>(benefits only apply on the CIBC MenuPlus – Maximize Interest Account)</i>	Fee with CIBC ADVANTAGE FOR STUDENTS <i>(benefits do not apply on the CIBC MenuPlus – Maximize Interest Account)</i>	Fee with CIBC 60 PLUS ADVANTAGE <i>(benefits are not available on the CIBC Chequing Savings Account)</i>
Cheques (written in currency of the account), withdrawals, pre-authorized payments, bill payments (including CIBC Visa Credit Cards) or <i>Interac</i> Direct Payment	\$0.65 each [*]	\$3.90/month for 0–10 transactions [*] \$0.65 for transactions above 10 <i>(if you perform fewer than 10 transactions in a month, the unused transactions cannot be carried forward to subsequent months)</i>	Free	Free	Free
Transfers to your other CDN\$ CIBC personal bank accounts (if a cheque or <i>Interac</i> Email Money Transfer is used to make the transfer, the above transaction fee, if applicable, is charged)	Free				
Additional fee(s): Withdrawals at non-CIBC bank machines and <i>Interac</i> Email Money Transfers Cheques written in currencies other than the account currency	See pages 16-17 See pages 18-19				
Record-Keeping: Basic record-keeping ¹² Paperless option ² Monthly statement with cheques imaged ³ Monthly statement with cheques returned ⁴ Interim statement	\$1.25/month [*] Free \$2.50/month \$3.50/month \$4.50 each	Free Free \$2.50/month \$3.50/month \$4.50 each	Free ¹³ Free Not available ¹³ Not available ¹³ \$4.50 each	Free Free \$2.50/month \$3.50/month \$4.50 each	Free Free Free Free \$4.50 each
Other Features: Personalized Cheques	Fees vary by style and quantity [†]				
Safety Deposit Box	Fee depends on box sizes (see page 20)				\$5.00 off annual rental
Travellers Cheques: Regular Cheques <i>Cheques for Two</i>	1.00% [‡] 1.75% [‡]	1.00% [‡] 1.75% [‡]	1.00% 1.75%	1.00% 1.75%	Free 0.75%

[†] In addition to transaction fee (if applicable).

[△]This is a non-interest bearing account.

Accounts No Longer Offered (continued)

If you maintain a minimum monthly balance of \$5,000 on these accounts, we will waive your transaction fees¹⁰ on the Account (the fees eligible for this waiver are indicated with a ▼ in the chart below).

Fees for the following accounts:

- CIBC Investor's Rate Account[®]
- CIBC Daily Interest Savings Account¹⁴
- CIBC Regular Savings Account¹⁴

Feature	Fee	CIBC ADVANTAGE FOR STUDENTS	CIBC 60 PLUS ADVANTAGE
Cheques (written in the currency of the account), withdrawals, pre-authorized payments, bill payments (including CIBC Visa Credit Cards) or <i>Interac</i> Direct Payment	\$1.25 each▼	Free	Free
Transfers to your other CDN\$ CIBC personal bank accounts (if a cheque or <i>Interac</i> Email Money Transfer is used to make the transfer, the above transaction fee, if applicable, is charged)		Free	
Additional fee(s): Withdrawals at non-CIBC bank machines and <i>Interac</i> Email Money Transfers Cheques written in currencies other than the account currency		See pages 16-17 See pages 18-19	
Record-Keeping: Basic record-keeping ¹² Paperless option ² Monthly statement with cheques imaged ³ Monthly statement with cheques returned ⁴ Interim statement	\$1.25/month▼ Free \$2.50/month \$3.50/month \$4.50 each	Free Free \$2.50/month \$3.50/month \$4.50 each	Free Free Free Free \$4.50 each
Other Features: Personalized Cheques		Fees vary by style and quantity ¹	
Safety Deposit Box		Fee depends on box sizes (see page 20) \$5.00 off annual rental	
Travellers Cheques: Regular Cheques <i>Cheques for Two</i>	1.00% ¹ 1.75% ¹	1.00% 1.75%	Free 0.75%

¹ In addition to transaction fee (if applicable).

Other Important Information

Opening a Personal Bank Account

To complete a personal bank account application, you will need to provide your name, date of birth, occupation, if any, and address, if any. In addition, you will need to provide two pieces of valid, original and not substantially defaced identification from among those set out in Identification 1 or Identification 2 below, at least one of which must be from Identification 1.

NOTE: If you cannot provide at least one piece of photo identification from Identification 1, your account may be set up with a limited Access to Deposited Funds Limit (see definition on page 31), and CIBC Overdraft Protection Service will not be available to you.

Identification 1:

- A driver's licence issued in Canada, as permitted to be used for identification purposes under provincial law. In Quebec, this can only be used if you volunteer it when asked for identification
- A Canadian passport
- A Certificate of Canadian Citizenship or a Certification of Naturalization, in the form of a paper document or card but not a commemorative issue
- A Permanent Resident card or Citizenship and Immigration Canada Form IMM 1000, IMM 1442 or IMM 5292
- A birth certificate issued in Canada
- A Social Insurance Number card issued by the Government of Canada. While this card is not a mandatory piece of identification, the law requires CIBC to ask for your Social Insurance Number (SIN) when you open an account that earns interest
- An Old Age Security card issued prior to January 2008 by the Government of Canada which bears the individual's name and Social Insurance Number. In Quebec, this can only be used if you volunteer it when asked for identification
- A Certificate of Indian Status issued by the Government of Canada
- A provincial or territorial health insurance card, as permitted to be used for identification purposes under provincial law. This identification is not valid

for Ontario, Manitoba or Prince Edward Island. In Quebec, this can only be used if you volunteer it when asked for identification

- A document or card, bearing the individual's photograph and signature, issued by any of the following authorities or their successors: Insurance Corporation of British Columbia; Alberta Registries; Saskatchewan Government Insurance; Department of Service Nova Scotia and Municipal Relations; Department of Transportation and Public Works of the Province of Prince Edward Island; Service New Brunswick; Department of Government Services and Lands of the Province of Newfoundland and Labrador; Department of Transportation of the Northwest Territories; Department of Community Government and Transportation of the Territory of Nunavut
- Correctional Service Canada identification card with the individual's name and photograph
- Government of Canada employee identity card with the individual's name and photograph
- Liquor Control Board Age of Majority (BYID) card must bear a unique number to be acceptable as identification
- A Canadian Firearms licence
- Canadian Forces identification card
- MPIC card issued by the Manitoba Public Insurance Corporation
- NEXUS or CANPASS Air membership card issued by Canada Border Services Agency
- Student card with individual's photograph – can be accepted for minors only
- Library card – can be accepted for youth only
- United Kingdom passport
- United States passport
- United States Permanent Resident Card (Green Card)
- Municipal, provincial or federal police force identification

Identification 2:

- An employee identity card, issued by an employer that is well known in the community, bearing the individual's photograph
- A bank or automated banking machine or client card, issued by a well-known and reputable Canadian financial institution in the name of, or bearing the name of, the individual and bearing the individual's signature

- A credit card, issued by a well-known and reputable Canadian financial institution in the name of, or bearing the name of, the individual and bearing the individual's signature
- A Canadian National Institute for the Blind (CNIB) client card bearing the individual's photograph and signature
- Provincial hunting or fishing licence (Outdoors card)
- Certificate of Registration of Birth Abroad
- Certificate of Retention of Canadian Citizenship
- Credit card issued by a well-known and reputable retail store in the individual's name or showing their name embossed on the card with the individual's signature
- Foreign passport (excluding United Kingdom and United States passports)
- Senior citizen's privilege card issued by a well-known and reputable retail store, with the individual's name
- United Kingdom driver's licence
- United States driver's licence
- Veterans Affairs Canada Health Card
- Membership card issued by a well-known and reputable business (e.g., health club, Costco) with the individual's name and photo (for Personal customers only)

Alternatively, you may present one piece of identification from among those set out in Identification 1, if your identity can be confirmed by a client in good standing with CIBC, or an individual in good standing in the community in which the branch is located.

The individual in good standing in the community will be required to present two pieces of identification in accordance with the first paragraph of this section.

CIBC reserves the right to refuse to open an account if one or more of the following circumstances is applicable to the individual requesting the opening of the account:

- CIBC has reasonable grounds to believe that the account will be used for illegal or fraudulent purposes,
- The individual has a history of illegal or fraudulent activity in relation to providers of financial services within the seven-year period preceding the account application date,
- CIBC has reasonable grounds to believe that the individual, for purposes of opening the account, knowingly made a material misrepresentation in the information provided to CIBC,

- CIBC has reasonable grounds to believe that it is necessary to refuse to open the account in order to protect the customers or employees of CIBC from physical harm, harassment or other abuse, or
- The individual refuses CIBC's request for consent to:
 - Verify the validity of the pieces of identification presented by the individual to CIBC, and/or
 - Verify whether any of the above circumstances are applicable to the individual.

If you have concerns, refer to page 40 for CIBC's complaint resolution process and how to contact the Financial Consumer Agency of Canada (FCAC).

Cashing Government of Canada Cheques if you don't have a CIBC Personal Bank Account or a CIBC Credit Card

CIBC will cash Government of Canada Cheques for up to \$1,500, without charge. The minimum identification requirements to cash a Government of Canada cheque are different from the requirements for opening a personal account. In order to cash a government cheque, you will need:

- One valid, original piece of identification from either Identification 1 or Identification 2 (see pages 26-28), if the piece of identification presented has both your photograph and signature; or
- Two valid, original pieces of identification from Identification 1 or Identification 2 (see pages 26-28) – neither piece of identification requires a photograph; or
- One valid, original piece of identification from Identification 1 or Identification 2 (see pages 26-28) if your identity is also confirmed by a client of CIBC in good standing or by an individual in good standing in the community. The individual in good standing in the community will be required to present two pieces of identification in accordance with the first paragraph of the Opening a Personal Bank Account section (page 26).

CIBC will also cash certain provincial or municipal government cheques if they are drawn on CIBC or guaranteed by the government. We recommend you open a CIBC Personal Bank Account and set up Direct Deposit so the government (or companies) can deposit your funds directly into your bank account. Authorizing a Direct Deposit will ensure timely receipt in the event of postal delays.

If you have any concerns, refer to page 40 for CIBC's complaint resolution process and how to contact the FCAC.

Understanding our Hold Policy on Cheque Deposits to any Personal Deposit Account

"Cheque" for purposes of this policy, also includes certified cheques, bank drafts, money orders and other instruments.

When you deposit a cheque in your Personal Bank Account, either **through the branch or at the bank machine**, a fixed waiting period may apply for your cheque to clear before the funds are available to you. Funds will be credited to your account at the time of deposit, but you may not be able to access them for a set time period. The length of the hold period for cheques depends on the type of cheque and other factors.

- For a CDN\$ cheque drawn on a financial institution's branch located in Canada, the normal length of time we will hold funds is 5 business days. The maximum hold period is 7 business days¹⁵
- For a non-CDN\$ cheque drawn on a financial institution's branch located in Canada, the normal length of time we will hold funds is 10 business days. The maximum hold period is 20 business days¹⁵
- For a non-CDN\$ cheque drawn on a financial institution's branch located outside of Canada, the normal length of time we will hold funds is 15 business days. The maximum hold period is estimated to be 30 business days¹⁶

CIBC's Hold Policy and Access to Deposited Funds Limit are subject to the Personal Account Agreement, which governs your account. For example, if a cheque you deposit is returned to CIBC unpaid for any reason, either during or after the expiry of the applicable hold period, CIBC still has the right to charge the amount of the cheque to your account.

Please note that some cheques may be sent on "collection", meaning that the funds will be credited to your account only if and when CIBC receives payment from the financial institution on which the cheque is drawn. Some or all of the above hold periods may be lengthened due to systems, problems and/or unusual events beyond CIBC's control, including war, war-like acts or other catastrophic events. Please note that Saturday, Sunday and holidays are not business days.

Access to Deposited Funds Limit

An Access to Deposited Funds Limit may apply to deposits you make at a bank machine or in the branch. This is the dollar amount you will have access to until the hold period expires on your deposit.

To inquire regarding your Access to Deposited Funds Limit, please call Telephone Banking at 1 800 465-2422. Our representatives are available 24 hours a day, 7 days a week. Alternatively, you can inquire at your home branch.

Notice of Fee Changes

If a fee applicable to your account is increased or a new account fee is introduced and you receive regular statements, we will mail you a notice of the change at least 30 days before it is effective. For customers not receiving a regular statement, a notice will be posted in all branches and at all CIBC bank machines (excluding Instant Update[®] machines) 60 days before the change is effective. For customers with paperless record-keeping option², CIBC may, at its option, provide you with notice in writing (which may be provided by electronic means, including posting a notice on Online Banking) at least 30 days before the change is effective, or by posting a notice at CIBC branches 60 days before the change is effective.

CIBC Convenience Banking Service Agreement

The following is important information about your bank card and PIN (personal identification number), as well as customer and bank responsibility and liability.

You (the customer) agree that when you select a PIN for a CIBC Bank Card or use a CIBC Bank Card in a Bank Machine, Debit Terminal, CIBC Telephone Banking, or any other service covered by this Agreement, that means you have read this Agreement and agree to be bound by it.

1. YOU MUST KEEP YOUR PINS ABSOLUTELY CONFIDENTIAL

You understand that when your PIN is used together with your Bank Card or Bank Card number, that will prove that you authorized the Transaction or other activity and so, that you are responsible for it. Accordingly, you agree to keep your PINs absolutely confidential; they are for your use alone. You will not tell anyone else (including a close family member or friend,

or any bank or public official) what your PINs are. Your Bank Card is for your use alone. You will not allow anyone else to use it.

When choosing a PIN, you will not use all or any part of:

- Your name, or a close relative's name;
- Your birth date, year of birth, telephone number or address, or a close relative's;
- A number on any of your Bank Cards;
- Any Account or Credit Card Account number;
- A number on any ID card you keep with or near your Bank Cards (such as your SIN or driver's licence number); or
- Any other number which can be easily obtained or guessed by someone else.

For example, if your address is 177 Main Street, you will not select 177 as your Telephone Banking PIN or 1770 as your Bank Machine/Debit Terminal PIN; if your telephone number is 738-7777, you will not select 7777 as your Bank Machine/Debit Terminal PIN or 738, 387 or 777, for example, as your Telephone Banking PIN.

You understand that you should memorize your PINs rather than keep any written record of them. However, if you decide that you truly need to keep a written record, you agree that:

- You will not record any PIN on, or in proximity to, a Bank Card. (For example, if you put a Bank Card in your wallet/purse or in a drawer, you will not keep a record of your PIN there too)
- Your PIN must be disguised within the written record you make so that no one else can easily guess that it is a record of your PIN
- You will not record your Telephone Banking PIN on or near a telephone

If CIBC sends you a PIN, you will destroy the document on which it is printed.

2. WHAT IF A BANK CARD IS LOST OR STOLEN, OR A PIN IS NO LONGER SECRET?

If your Bank Card is lost or stolen or you suspect that someone else is using it or the number on it, you must notify a CIBC branch, CIBC Telephone Banking or CIBC Credit Card Services as soon as reasonably possible (but no later than 24 hours after learning of or suspecting such loss or use). CIBC accepts calls 24 hours

a day, 7 days a week. To report a lost or stolen Bank Card (other than Credit Card), you can reach CIBC Telephone Banking at: 1 800 465-CIBC (2422) (Canada and U.S.), or 1 902 420-CIBC (2422) (international).

To report a lost or stolen Credit Card, you can reach CIBC Credit Card Services at: 1 800 663-4575 (Canada and U.S.) or (514) 861-9898 (international).

If you know, or suspect, that someone else knows any of your PINs, you must change all of your PINs immediately.

3. RESPONSIBILITY FOR LOSSES

- (a) **Authorized Access:** You are responsible for all authorized use of Bank Cards and PINs. If you use your Bank Card and PIN, or if you authorize anyone else to use your Bank Card and PIN, you are responsible for all Account withdrawals (including amounts borrowed, if your Account is a loan Account or has overdraft protection), for all Credit Card Account cash advances which are taken, and for service and/or interest charges which may result (collectively called "Losses" in this Agreement).
- (b) **Entry Errors, Fraudulent or Worthless Deposits, Refusal to Co-operate:** You are responsible for all Losses which result if you make an entry error when using the Service, including when making Bank Machine or Debit Terminal Transactions. You are responsible for all Losses which result from fraudulent or worthless deposits made at Bank Machines by you or anyone else (unless paragraph 3(e) applies). If you claim that a Bank Account or Credit Card Account was accessed by someone else but you do not co-operate fully in an investigation by CIBC and/or the authorities, you will be responsible for all Losses.
- (c) **Contributing to Unauthorized Use:** If someone else uses your Bank Card and PIN without your authority but your actions (or inaction) contributed to that unauthorized use, you are responsible for all Losses which result (except for any amounts which may be withdrawn from your Bank Account in excess of the daily Bank Machine and Debit Terminal withdrawal limits set by CIBC from time to time). "Contributing to unauthorized use" includes (but is not limited to) your failure to fully comply with paragraphs 1 and 2 of this Agreement or to remove your Bank Card or money from a Bank Machine.
- (d) **Further Clarification Regarding "Losses":** You acknowledge that the amount of the Losses for

which you may be held liable under paragraphs 3(a), (b) or (c) above is not limited to the Account balance if the Account has overdraft or similar protection, or by your credit limit if it is a Credit Card Account or other loan Account. In these cases, you will be liable for the amount borrowed, plus interest and/or service charges. Similarly, if there are Losses from fraudulent or worthless Bank Machine deposits for which you are responsible, your liability will include (but not be limited to) the amount of the fraudulent or worthless deposits.

(e) Losses from Circumstances Beyond Your Control:

You are not responsible for any Losses due to circumstances beyond your control or, in other words, if there was nothing that you reasonably could have done to have prevented the Loss (as long as you cooperate fully in any investigation by CIBC and/or the authorities). "Circumstances beyond your control" are deemed to include (but are not limited to):

- Convenience Banking Service malfunctions or other technical problems with the Convenience Banking Service when a Transaction has been accepted at a Bank Machine/Debit Terminal in accordance with your instructions;
- Errors by CIBC; or
- Bank Card and/or PIN use in cases where CIBC is responsible for preventing that use. This includes if a Bank Card and/or PIN is used in the Convenience Banking Service after:
 - You advise CIBC that a Bank Card has been lost or stolen;
 - CIBC cancels a Bank Card or it has expired; or
 - You advise CIBC that someone else may know or be using one or more of your PINs and/or Bank Cards.

4. DISPUTES WITH MERCHANTS

If you use the Convenience Banking Service to purchase goods or services from a merchant or to pay a merchant's bills, you must settle directly with the merchant any disputes or claims you may have.

(This includes, but is not limited to, if you make a Transaction at a Debit Terminal and neither you nor the merchant notices that the Transaction amount is wrong.)

CIBC has no responsibility for any such problems or disputes and will not be liable if a merchant does not give you credit for a bill payment, imposes any additional charges (such as late fees or interest

penalties), or takes any other actions. CIBC will not be responsible for processing delays by merchants.

Although the amount of your bill payment will be withdrawn from the Account you select on the date you instruct CIBC to make a bill payment, you understand that not all merchants credit bill payments as of that date.

5. DISPUTES WITH CIBC

If you have questions regarding the Convenience Banking Service or any dispute with CIBC regarding a Transaction, you will contact the branch of Account for the Account you accessed, CIBC Telephone Banking or (if applicable) CIBC Credit Card Services in accordance with paragraph 2 above. If the branch, CIBC Telephone Banking, or CIBC Credit Card Services is unable to resolve the matter, disputes will be referred to a senior level within CIBC. "Our Service Commitment to You", available at any CIBC branch, sets out full details of CIBC's dispute resolution procedure. While a dispute is being resolved, you will not be unreasonably restricted from using the funds which are in dispute (if funds are in dispute).

6. TERMINATION OR INTERRUPTION OF SERVICE

You may terminate this Agreement at any time by notifying CIBC. Your notice of termination will be effective only when CIBC receives it. If you terminate this Agreement, you must immediately return your Bank Cards (except your Credit Card(s), unless you are also terminating the Credit Card Agreement in accordance with its terms). If you retain your Credit Card(s), you will not be able to use them in the Convenience Banking Service (including to access your Account(s)).

CIBC may withdraw or cancel any part of the Convenience Banking Service or your ability to access it at any time and without notice to you. CIBC will have no liability for any loss or inconvenience which may result.

CIBC will not be liable for any damages, including, without limitation, direct, indirect, incidental, special, punitive or consequential losses or damages, inconvenience, loss of profits, loss of revenue, loss of business opportunities or any other foreseeable or unforeseeable loss resulting directly or indirectly from you being unable to access the Convenience Banking Service or any part of it for any reason, even if CIBC was advised of the possibility of damages or was negligent. Since CIBC owns your Bank Cards, you will return them immediately if CIBC asks you to do so.

7. OTHER USE OF BANK CARD AND PIN AS PERSONAL IDENTIFICATION

Your Bank Card, together with a PIN, may be used in CIBC branches to identify you and instead of your written signature on applications, agreements and other forms. Your PIN and Bank Card will be full proof of your identity and will fully substitute for your written signature and authorization; as such, they will also prove that you agree to be bound by all terms of which you are advised by CIBC.

8. ACCOUNT ACCESS

CIBC may impose daily or Transaction limits, and may change these at any time, with or without notice to you. Your ability to access Account deposits through the Convenience Banking Service or otherwise is subject to CIBC's policies and procedures respecting hold periods on cheques and Bank Machine deposits (including cash deposits), as amended from time to time, and to the access to deposited funds limit which CIBC has set for your Account. CIBC may change the access to deposited funds limit at any time and without notice to you. Non-Credit Card Account Transactions done at a branch or Bank Machine after 6:00p.m. local time will have a transaction date of the next Banking Day, and such Transactions done after 9:30p.m. local time will be processed the next Banking Day. Non-Credit Card Account Transactions done through Telephone and Online Banking after 6:00p.m. (Eastern Standard Time) will have a transaction date of the next Banking Day, and such Transactions done after 9:30p.m. (Eastern Standard Time) will be processed the next Banking Day. Credit Card Account cash advances taken through the Convenience Banking Service are effective immediately. If you withdraw U.S. funds from your Canadian dollar Account through a CIBC Bank Machine which permits U.S. currency withdrawals, your Account will be debited in Canadian funds at the exchange rate set by CIBC. If you use a CIBC Bank Machine to deposit foreign currency into a Canadian dollar Account, CIBC will credit the Account in Canadian funds at the exchange rate set by CIBC; if you deposit Canadian or other non-U.S. currency into a U.S. dollar Account, CIBC will credit your Account in U.S. funds at the exchange rate set by CIBC. Each withdrawal or transfer from your Credit Card Account is a cash advance under the Credit Card Agreement; the term "Balance", and all references to cash advances in the Credit Card Agreement are deemed to include cash advances through the Convenience Banking Service. If you exceed your credit limit or breach the Credit

Card Agreement, you may not be able to use your Credit Card in the Convenience Banking Service (including to access your Account(s)). If there is a conflict between this Agreement and the Credit Card Agreement, the Credit Card Agreement will govern, to the extent necessary to resolve the conflict.

9. INSTRUCTIONS AND RECORDS

You direct CIBC to accept the instructions you give CIBC through the Convenience Banking Service as if you had given them in writing and in person at a CIBC branch. CIBC may keep any type of records it wishes, including tape recorded or electronic records. CIBC's records (including those regarding the contents of any Bank Machine deposit you make) are conclusive and binding on you, and will be admissible in any legal proceeding as the best evidence of Transactions. All Transactions are subject to verification, acceptance and adjustment by CIBC. (For example, if you input the wrong amount when you make a Bank Machine deposit or if a cheque you deposit is returned NSF or for another reason, CIBC will adjust your Account balance for the proper amount.) You acknowledge that CIBC may choose to record some or all of your calls to CIBC Telephone Banking.

10. PROCESSING FOREIGN CURRENCY WITHDRAWALS FROM BANK MACHINES OUTSIDE OF CANADA

If you withdraw foreign currency from a Bank Machine located outside of Canada, a converted Canadian dollar amount will be debited from your Account, based on the same conversion rate CIBC is required to pay on the date of conversion, plus an administration fee. You acknowledge that currency conversion may not happen on the date of your withdrawal. You also acknowledge that the amount of the administration fee, and other applicable fees charged by CIBC, are disclosed in CIBC's current fee list, a copy of which may be obtained at any CIBC branch in Canada.

11. SERVICE CHARGES

You will pay CIBC's fees for Transactions and, where applicable, for using certain parts of the Convenience Banking Service. You authorize CIBC to debit these fees from any of your Accounts or Credit Card Accounts. Information about fee changes will be disclosed in accordance with applicable laws. You may obtain a copy of CIBC's current fee list at any time from any CIBC branch in Canada.

12. CHANGES TO THIS AGREEMENT

CIBC may change this Agreement at any time without prior notice. Notice of changes will be posted or displayed at CIBC Bank Machines (except Instant Update machines) for at least 60 days. CIBC will also send a notice of change with or on Account statements, but only statements for the type(s) of Account that is affected by the change. (For example, if the change affects deposit Accounts, a notice will be sent with or on a deposit Account statement; if the change does not affect loan or Credit Card Accounts, no notice will be sent to you, if you have only a loan Account or Credit Card Account, as applicable). If you wish, you may obtain a copy of the current Agreement at any CIBC branch or by calling CIBC Telephone Banking at any time.

13. LIMITATION OF CIBC'S LIABILITY

You understand and agree that, except as expressly provided in paragraph 3(e) above, and in addition to those limitations of liability set out elsewhere in this Agreement, CIBC will be liable to you only for direct damages resulting from gross negligence, fraud or willful misconduct of CIBC arising directly from the performance of CIBC of its obligations under this Agreement and CIBC will not be liable to you for any other direct damages. In addition, CIBC will not under any circumstances be liable to you for any other damages, including, without limitation, indirect, incidental, special, punitive or consequential losses or damages, loss of profits, loss of revenue, loss of business opportunities, inconvenience, or any other foreseeable or unforeseeable loss resulting directly or indirectly out of this Agreement or the services provided to you, even if CIBC was advised of the possibility of damages or was negligent. These limitations apply to any act or omission of CIBC, its affiliates, agents or suppliers, whether or not the act or omission would otherwise give rise to a cause of action in contract, tort, statute or any other doctrine of law. Gross negligence in this paragraph means conduct (whether through action or inaction, or through words or silence) which is (i) a marked and flagrant departure from the conduct ordinarily expected of a reasonable and prudent person in the position of CIBC, or (ii) so wanton and reckless as to constitute an utter disregard for harmful, foreseeable and avoidable consequences. This paragraph shall survive any termination of this Agreement.

14. GENERAL DEFINITIONS

In this Agreement, these capitalized terms have this meaning:

"Account" means a deposit or loan account with CIBC or any CIBC affiliate which CIBC allows you to access using the Convenience Banking Service, excluding your Credit Card Account(s).

"Agreement" means this Convenience Banking Service Agreement.

"Bank Card" means any CIBC card which enables you to use the Convenience Banking Service, including but not limited to, a Convenience Card or Credit Card.

"Bank Machine" means an automated bank machine which is accessible with a Bank Card.

"CIBC" means Canadian Imperial Bank of Commerce.

"Convenience Banking Service" means the service which allows you to deal with CIBC and its affiliates by presenting your Bank Card or providing the number on it together with a valid PIN or (in the case of inter-branch banking) your written signature. It includes, but is not limited to: Bank Machine and Telephone Banking access to your Account(s), Credit Card Account(s) and CIBC and affiliate services; Debit Terminal access to your Account(s); and inter-branch banking access to your Account(s), Credit Card Account(s) and CIBC and affiliate services. It does not include using a Credit Card or Credit Card Account to purchase goods or services from merchants.

"Convenience Card" means any CIBC card which enables you to use the Convenience Banking Service, but excludes a Credit Card.

"Credit Card" means a CIBC Credit Card which CIBC allows you to use to make Transactions and/or Credit Card Account inquiries.

"Credit Card Account" means any CIBC Credit Card account CIBC allows you to access through the Convenience Banking Service.

"Credit Card Agreement" means the cardholder agreement governing your Credit Card Account, as amended and replaced from time to time.

"Debit Terminal" means an *Interac* Direct Payment debit terminal or any other Bank Card-reading terminal which directly debits an Account for the purchase price of goods and/or services.

"Losses" means Account withdrawals (including amounts borrowed, if your Account is a loan Account or has

overdraft protection), Credit Card Account cash advances, and service and/or interest charges which may result.

“PIN” means the different series of numbers or letters you select or which CIBC issues you, for your use alone, to identify you and enable you to use various parts of the Convenience Banking Service including, but not limited to, your personal identification number (also called “secret code” or “password”) for Bank Machine and Debit Terminal access and the different PIN and/or security identifier you select for Telephone Banking.

“You” and “Your” mean the individual to whom a Bank Card is issued.

“Transaction” means a transaction done through the Convenience Banking Service.

Unless the context requires otherwise, words in this Agreement which are in the singular include the plural meaning, and words which are in the plural include the singular meaning.

CIBC endorses the Canadian Code of Practice for Consumer Debit Card Services. This Code will only apply to your Credit Card(s) when used together with a PIN to access your Accounts.

This Agreement was previously entitled the Instant Banking Service Agreement. Any CIBC Agreement or other document which refers to the Instant Banking Service Agreement will be deemed to refer to this Agreement.

Our Service Commitment to You – Solutions for Solving Your Complaints

Our Process for Resolving Your Complaints

We have created a process for dealing with complaints that we believe is both effective and efficient. We expect every CIBC employee who receives a customer complaint to take ownership of the issue and ensure that the complaint is resolved quickly. If you have a complaint, we **encourage** you to follow the complaint procedure outlined here.

Step 1: Where You Do Business With Us

In most cases, a complaint is resolved simply by telling us about it. You should be able to get swift results by talking to our employees or Manager where you do business with us. You can speak with us in branch or by calling Telephone Banking at 1 800 465-CIBC (2422).

Step 2: Customer Care Centre

If the problem is not resolved to your satisfaction, you can contact the CIBC Customer Care Centre. You can reach us by:

Telephone: 1 800 465-CALL (2255)

Fax: 1 877 861-7801

E-mail: customer.care@cibc.com

Write to: CIBC Customer Care
P.O. Box 70, Station T
Toronto, ON
M6B 3Z9

Be sure to include:

- Your name and contact information where you prefer to be reached
- The nature of your complaint
- Details relevant to the complaint and with whom you have already discussed the issue

If you are dissatisfied with the decision of the CIBC Customer Care Centre, you may contact or be directed to the CIBC Ombudsman.

Step 3: CIBC Ombudsman

Assuming you have followed the complaint escalation steps outlined above and you remain unsatisfied with Customer Care’s resolution, you can contact the CIBC Ombudsman. Then, if the matter falls within the CIBC Ombudsman’s mandate (www.cibc.com/ombudsman), and providing legal action has not been taken on the matter, the CIBC Ombudsman will conduct a further investigation. You can reach the CIBC Ombudsman by:

Telephone: 1 800 308-6859 or (416) 861-3313 in Toronto

Fax: 1 800 308-6861 or (416) 980-3754 in Toronto

E-mail: ombudsman@cibc.com

Write to: CIBC Ombudsman
P.O. Box 342
Commerce Court
Toronto, ON
M5L 1G2

If the above steps do not resolve your complaint, you may consider escalating the matter. See the listing for Independent Consumer Support Agencies.

Independent Consumer Support Agencies

In addition to CIBC's service commitment to you, there are a number of external agencies that monitor Canada's financial industry to ensure compliance and reliable access to financial services.

Ombudsman for Banking Services And Investments (OBSI)

You can contact the OBSI, who is independent from CIBC and whose purpose is to review your personal or business complaint when you do not accept the decision of the CIBC Ombudsman; or when 90 days have elapsed since escalating your concerns to the CIBC Customer Care Centre.

Where appropriate, OBSI may seek the assistance of the firm's internal complain-resolution staff – including the internal bank ombudsman – to facilitate the earliest possible resolution to your complaint. You can reach the OBSI by:

Telephone: 1 888 451-4519

Fax: 1 888 422-2865

E-mail: ombudsman@obsi.ca

Web Site: www.obsi.ca

Write to: Ombudsman for Banking
Services and Investments
401 Bay Street
Suite 1505, P.O. Box 5
Toronto, ON
M5H 2Y4

If you choose to contact the OBSI at the conclusion of the CIBC Ombudsman investigation, you should do so within six months from the date of CIBC's response to you, as OBSI reserves the right to decline any investigation after that time.

The Financial Consumer Agency Of Canada

The Financial Consumer Agency of Canada (FCAC) supervises federally-regulated financial institutions, such as CIBC, to ensure they comply with federal consumer protection laws.

Federal consumer protection laws affect you in a number of ways. For example, financial institutions must provide you with information about their fees, interest rates and complaint handling procedures.

The FCAC also **helps educate consumers** and monitors voluntary codes of conduct and public commitments designed to protect the interest of consumers. If you have a regulatory complaint or a complaint concerning a voluntary code of conduct, you can contact the FCAC by:

Telephone: 1 866 461-3222

Web Site: www.fcac-acfc.gc.ca

Write to: Financial Consumer Agency of Canada
6th Floor, Enterprise Building
427 Laurier Ave. West
Ottawa, ON
K1R 1B9

The FCAC will determine whether the financial institution is in compliance. It will not, however, resolve individual consumer complaints.

The Privacy Commissioner of Canada

If your concern involves a privacy issue you may contact the Office of the Privacy Commissioner of Canada by:

Telephone: (613) 995-8210 or 1 800 282-1376

Fax: (613) 947-6850

Web Site: www.privcom.gc.ca

Voluntary Codes of Conduct

Voluntary Codes of Conduct are guidelines and commitments that are designed to protect you, our customers. CIBC has voluntarily adopted a number of codes. These codes can be found on www.cibc.com or you can obtain a copy of "Our Service Commitment to You" brochure at any CIBC branch.

General Terms and Conditions

Your Personal Account Agreement contains important terms and conditions governing your account. Please be sure to read it.

Personal accounts are for personal use only. Businesses (including sole proprietorships) must obtain a CIBC business account.

In most cases, transactions done at a branch or bank machine after 6:00p.m. local time will have a transaction date of the next business day. Transactions done at a branch or bank machine after 9:30p.m. local time will be processed the next business day. Transactions done through Telephone or Online Banking after 6:00p.m. (Eastern Standard Time) will have a transaction date of the next business day.

Transactions done through Telephone or Online Banking after 9:30p.m. (Eastern Standard Time) will be processed the next business day. Please note that Saturday, Sunday and holidays are not considered business days.

Service charges are calculated for the calendar month up to and including the final business day of the month. Such service charges are dated the final calendar day of the month but are not posted until the first business day in the following month.

Interest is credited to your account as of the last business day in the interest period. However, the interest cannot be withdrawn, and will not be printed at branch terminals or at CIBC bank machines, nor made available through CIBC Telephone Banking or CIBC Online Banking until two business days after the end of the interest period. Interest rates quoted are annual and are subject to change without prior notice and are displayed on in-branch interest rate sheets.

If your account pays interest based on the minimum monthly or minimum semi-annual balance: a deposit made on the first business day of the period is credited as if it were actually made on the first calendar day (if earlier).

Seven days prior notice may be required for withdrawals by cheque or otherwise.

U.S. currency coins deposited into any CIBC account (Canadian or U.S. dollar) will be treated as if they were Canadian currency coins.

Digital or electronic representations of cheques and other instruments, or the relevant information from the cheque or instrument, may be made or captured and used by financial institutions involved in the exchange and clearing of payments in Canada and elsewhere, in which case the original paper item may be destroyed and not returned to you. CIBC is entitled to act upon such a representation or information for all purposes as if it were the original paper item. CIBC and other financial institutions may reject any cheque or other instrument that does not comply in all respects with all applicable by-laws, regulations, rules and standards of CIBC and the Canadian Payments Association.

End notes

- 1 CIBC's standard credit criteria apply.
- 2 "Paperless" record-keeping is a paper-free alternative to statements and bankbooks. This option enables customers to track account activity online or by phone or CIBC bank machine without waiting for monthly or quarterly statements. Please note, no electronic or printed statements will be sent to customers selecting this option. Customers must review their account transactions through CIBC Online Banking, CIBC Telephone Banking and CIBC bank machines at least once every 30 days and examine all entries and balances at that time.
- 3 Only the front of cheques will be imaged.
- 4 Monthly statement with cheques returned option is not available except for those accounts which had this option prior to March 12, 2008 and continuously thereafter.
- 5 Customers who were 60 years of age or older on or before June 24, 1991, and held a CIBC Key Account™ prior to this date, as well as when the CIBC Key Account was converted into the CIBC Unlimited Chequing Account, may have the monthly fee waived on their CIBC Unlimited Chequing Account.
- 6 In addition to transaction fee, if applicable to account. Some bank machines may levy additional surcharges.
- 7 You are charged the same foreign exchange conversion rate CIBC is required to pay, plus an administration fee of 2.5% of the converted amount in addition to any transaction fees applicable to the withdrawal and the fee noted. Conversion to Canadian dollars may occur on a date other than the date of your transaction. Therefore the conversion rate may be different from the rate in effect at the time of your transaction.
- 8 CIBC levies no fee to receive an Interac Email Money Transfer into a CIBC Canadian dollar personal account; however, if the account is not at CIBC, the recipient may be levied a fee by his/her own financial institution or by the provider of the Interac Email Money Transfer service.
- 9 Correspondent bank may levy additional charges.
- 10 The additional fees for withdrawals from non-CIBC bank machines are not waived. Fees apply for all other services listed in this brochure and are not included in the "Accounts No Longer Offered" chart. Pre-authorized payments are free for all CIBC RRSF Daily Interest Savings Accounts, CIBC RRSF Mutual Funds, CIBC Save-Up GiCs, CIBC Personal Loans and CIBC Mortgages.
- 11 The CIBC Chequing Savings Account includes 2 free transactions per month (unused transactions cannot be carried forward to subsequent months) and only allows basic record-keeping options. Cheques will not be returned.
- 12 Defined as bankbook, monthly statement or quarterly statement.
- 13 Youth refers to customers under 19 years of age. Monthly statement with cheques returned and monthly statement with cheques imaged options (front only) are not available for CIBC MenuPlus - Maximize Interest Accounts opened by youth on or after November 1, 2001. However, for youth who opened a CIBC MenuPlus - Maximize Interest Account before November 1, 2001 and have continuously maintained the monthly statement with cheque return option since that time, these options are available at no charge.
- 14 Cheques are not permitted on the CIBC Regular Savings Account and CIBC Daily Interest Savings Account. Only basic record-keeping options are available. Cheques will not be returned.
- 15 CIBC may extend the maximum hold period in exceptional circumstances, including (but not limited to) where (i) CIBC has reasonable grounds to believe there may be illegal, fraudulent or improper activity in relation to an account; or (ii) the deposited cheque is not encoded with magnetic ink character recognition or is not readable by operational systems (for example, if damaged or mutilated). The hold period under these circumstances is estimated to be 30 business days.
- 16 This hold period is an estimate (in some cases, it may be longer or it may be extended as a result of the exceptional circumstances described in the above endnote).

For more information on personal accounts and services

talk to a CIBC advisor
visit your nearest branch
call 1 800 465-CIBC (2422)
visit www.cibc.com



For what matters.

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- CIBC Mutual Funds are offered by CIBC Securities Inc., a subsidiary of CIBC. These investments are not insured by the Canada Deposit Insurance Corporation or any other government insurer nor guaranteed by CIBC. CIBC Money Market yields will fluctuate and a fixed net asset value cannot be assured. The unit value and return of other funds will fluctuate. Additional important information is contained in the Fund's Simplified Prospectus. To obtain a copy, call CIBC Securities Inc. at 1 800 465-3863 or ask your mutual fund representative at any branch where CIBC Mutual Funds are sold. Read the Prospectus carefully before you invest.

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Telecommunications Device for the Deaf (TDD)

Toll-free in Canada, call 1 800 465-7401



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